ITS

Office of Information Technology Services

Service Level Agreement

ESAP Remote Access VPN

November 12, 2013 v2.1

ESAP Remote Access VPN

Service Description

The Enterprise Services Access Point (ESAP) Remote Access Virtual Private Network (VPN) service is a fully managed solution for customers requiring secure remote access for their remote or travelling users and business partners. This service provides standards based encryption technology, while performing authentication and authorization of users according to their profiles, allowing them access to a pre-authorized list of agency/enterprise resources. This service can manage all phases of a Virtual Private Network security solution, including architectural validation, implementation, operations, and ongoing configuration management.

Service Commitments

The general areas of support (such as Incident and Change Management) applicable to every ITS service, are specified in the ITS Global Service Levels document.

- ESAP Remote Access VPN Service Availability Targets:
    - o Target Service Availability is 99.9%.
- ESAP Remote Access VPN Recovery Objectives for Western Data Center (WDC) or Eastern Data Center (EDC):
    - o Recovery Time Objective (RTO) – ITS currently runs an SSL VPN infrastructure at both data centers. In the event of a full data center outage at one of the state's two data centers, customers will continue to be able to access the alternate infrastructure. Automatic routing of customer access to the alternate data center will depend on the implementation of a DNS change.
    - o Recovery Point Objective (RPO) – ITS maintains a synchronized infrastructure of the authentication and authorization directory at both data centers, allowing continuous access to the service. The creation of new users or access rules will only be available once NCID resumes operations in the alternate data center.

Hours of Availability
- This service is available to customers 24 x 7 and adheres to the maintenance window schedule listed in the ITS Global Service Levels document.

ITS Responsibilities

- Service delivery occurs within 30 days from the date of receipt of request
- ITS will conduct a consultation session with the customer

- ITS will configure and support the ESAP Remote Access VPN Infrastructure; this includes setting up new agencies and creating VPN groups and associated rules

- ITS will maintain the ESAP Remote Access VPN Infrastructure with the latest security patches and software releases, according to vendor recommendations

- Business Continuity for the ESAP Remote Access VPN Infrastructure is maintained by ITS, and is present at both EDC and WDC locations

- 24 x 7 centralized monitoring and management via ITS Network-Security Operations and the ITS Service Desk

Customer Responsibilities

- Consents to pay the OSBM-approved rate for the term of this agreement. This agreement will be in effect for three (3) years from the date service is declared operational. This agreement will be automatically renewed on a month-to-month basis thereafter.

- Perform a security vulnerability assessment and a risk analysis of own environment, prior to the initial consultation meeting.

- Provide ITS with a 24 x 7 Point of Contact (POC) list for reporting and coordinating outages or emergency maintenance.

- This POC list will include the authorized contacts for security related issues, including the approval of the initial security policy and requesting policy changes.

- The POC will provide ITS with VPN group administrators who are responsible for assigning group membership to users.

- Implement remote access security policies that enforce the use of sound security practices to keep VPN client system(s) secure against unauthorized access and other security threats and that comply with the statewide information security standards found at:

  http://www.scio.state.nc.us/SITPoliciesAndStandards/Statewide_Information_Security_Manual.asp.

- Contact the ITS Service Desk to report problems or request assistance.

- Work with ITS on a mutually agreed schedule to allow required maintenance services to be performed in a timely manner.

- Identify Wide Area Network (WAN) connection bandwidth requirements for Agency VPN Service.

Service Level Agreement Scope

This agreement specifies only the standard operational service commitments and responsibilities of ITS and its customers. Customer-specific deviations from these commitments and responsibilities will be specified in an accompanying Memorandum of Understanding. Service rates are outside the scope of this agreement and are specified in financial documents.

Signatures of Approval and Agreement Date

Customer Signatures

Agency Head or Designee:

Name	Title	Signature	Date

Agency Chief Financial Officer:

Name	Title	Signature	Date

ITS Signature

State Chief Information Officer:

Name	Title	Signature	Date
Chris Estes	State CIO		